

Spot CARE

Premium Service and Support

Trust Spot CARE to keep your robot running at peak performance. Our premium service plan provides one year of extended coverage and expedited repair.



DAMAGE PROTECTION

Protect against accidental damage during routine operation with access to free repairs* from our team of expert technicians.



FREE PART REPLACEMENT

Get ahead of wear and tear with an extra set of Spot treads as well as extra leg, front, and rear panels upon purchase.



QUICK TURNAROUND

Get back to work fast with your Spot equipment repaired or replaced within 10 business days.

Extended Coverage with Spot CARE

	Without Coverage	With Spot CARE
Hardware repairs, both parts and labor, due to accidental damage*	Customer to pay	Included
Priority response and support with repair or replacement	20 days	10 days or less
Hardware reliability upgrades at the time of repair or upon request, when available	Not included, additional costs	Included
No unexpected repair costs	Repair estimate to be provided	Included
No administrative burden of paperwork and inspection approvals	Extended downtime for approvals	Included
Free domestic shipping to and from Boston Dynamics	Not included	Included
Free outbound international shipping from Boston Dynamics after repair**	Not included	Included
One-time discount for hardware replacement due to accidental irreparable damage*	Not included	Included
One set of replacement foot treads and crash protection panels per term	Not included	Included

*Improper use of Spot is not covered under Spot CARE. See our [Spot CARE Terms and Conditions](#) to see what constitutes improper use.

**Duties and Taxes not included

Are my batteries, payloads, tablet, and charger covered?

Spot CARE can only be applied to a Spot robot or a Spot robot with an arm.

How do inspections work if my Spot isn't covered by Spot CARE?

An in-person inspection is required for our Support Team to properly diagnose the root cause of any issue. First, we require a signed inspection quote. We also require that you coordinate and pay for the shipment to get your robot to Boston Dynamics. Once the equipment is received, the service team will provide a quotation for repairs within 3 business days for your approval. If you approve the repair costs, the inspection fee is waived and you would be responsible for the costs of all parts, labor, and return shipping. If you don't want to proceed with the repair, you would pay for the inspection fee and return shipping.

Questions? Contact: renewals@bostondynamics.com
www.bostondynamics.com/spot

BostonDynamics

